

REPORT OF THE WATER AND SEWER COMMISSIONERS

Calendar year 2012 brought forth an abundance of activity to our Department and a noteworthy change to our customer base. The Monson Developmental Center, after 158 years of operation, finally and officially closed its doors. The MDC routinely used 11 to 12 million gallons of water per year and added anywhere from 12 to 30 million gallons of wastewater per year to our system. The loss of that revenue is significant but rest assured this Department is well prepared to continue the high level of service that is expected from us.

Townspeople continued their tornado rebuilding efforts during 2012 which meant work for our Department transpired at an incredible pace. Numerous service installations, water shut offs, turn ons, meter and valve installations, inspections and Dig Safes kept us busy at an unprecedented level. It was hard work for everyone involved but it was worth it to see the homes spring back to life over the year. Work also continued in preparation for the much anticipated Bethany Road and Washington Street repaving. It is our goal to update all of the aging water service lines on those streets before paving takes place in 2013. We also finalized the plans for the Mechanic Street Bridge water main relocation project. This job will be part of the FEMA Hazard Mitigation Grant Program which will cover 75% of the total engineering and construction costs. The project will be bid after the first of the year and we plan to break ground after the 4th of July.

Other business for 2012 included completion of our semi-annual hydrant flushing program. The hydrant flushing program takes 18 working days to complete in addition to the many hours of preparation beforehand and cleanup afterwards. It ensures our water quality is at its best and allows us to test the functionality of our hydrants and mainline valves. We realize it can be very inconvenient to our customers but it is highly beneficial to our water system and we thank you for your patience.

In additional water operations activities, we repaired eleven water service leaks and one water main break, updated / replaced twenty water services from the main to the curb stop, assisted in the replacement of twenty-one services from the curb stop to the house, replaced two hydrants and added three new connections to the water system. We pumped 136,188,000 gallons of drinking water from the town wells at an average rate of 372,098 gallons per day. Our peak day was July 12, 2012 when we pumped 989,000 gallons. We recorded 45.06" of precipitation at our Palmer Road Station and responded to 327 Dig-Safe requests throughout our area of responsibility.

Wastewater operations for 2012 included our ongoing project to clear and maintain the several sewer easements located throughout the Town. This yearly process will allow us to more easily access our cross-country sewer mains in the event of a blockage and also to continue our ongoing inflow and infiltration remediation program. At our sewer lift station, we pumped a total of 145,807,000 gallons of wastewater to the Palmer Water Pollution Control Facility for treatment at an average rate of 398,380 gallons per day. Four new connections were added to the sewer system, we assisted in the replacement of seventeen sewer services from the property line to the house and four service repairs were inspected.

The Commission and staff of the Water and Sewer Department would like to thank all of the Town Departments and officials for their continued support. Special thanks go to Dorothy P. Jenkins and her staff at the Collector's Office for their superior collection efforts throughout the year. We are also grateful to the Highway Department and the Park and Recreation Department for their assistance this year. Thanks to the cooperation and support of Highway Surveyor John Morrell, we amassed 95 hours of backhoe time and 60.5 hours of truck time throughout the year at rates far below any outside contractor allowing our Department to operate more efficiently. Thank you to the Police and Fire Departments for providing assistance throughout the year. In closing, we most of all wish to thank our water and sewer customers for their patience and support as we strive to maintain and improve the water and sewer systems to provide you the best service possible.

Respectfully submitted,

Joseph M. Prior, Chairman

Douglas R. North, V. Chairman

Stephen C. Lobik, Clerk

BOARD OF WATER AND SEWER COMMISSIONERS